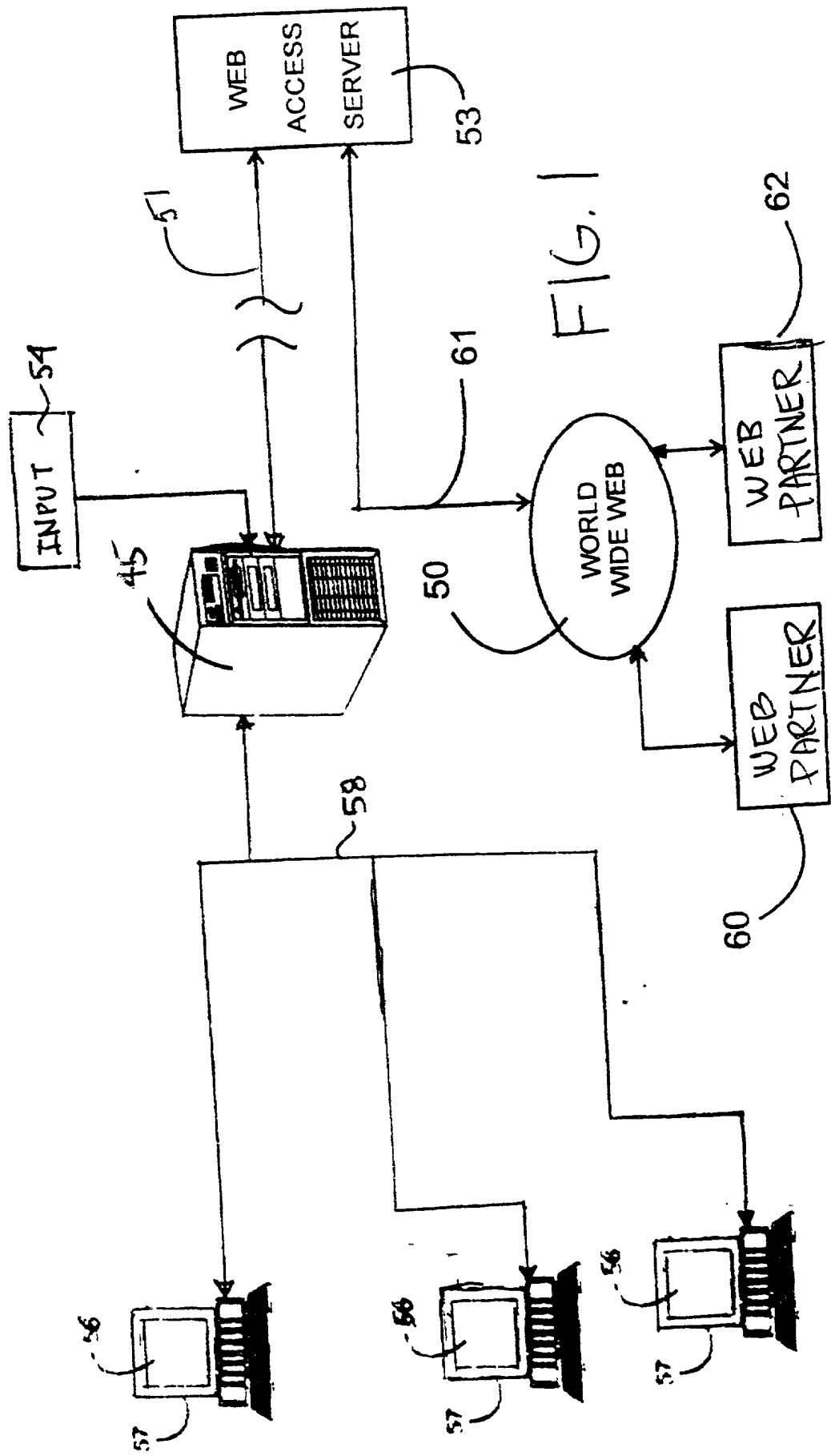


1066
AV5920011017US1

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2066

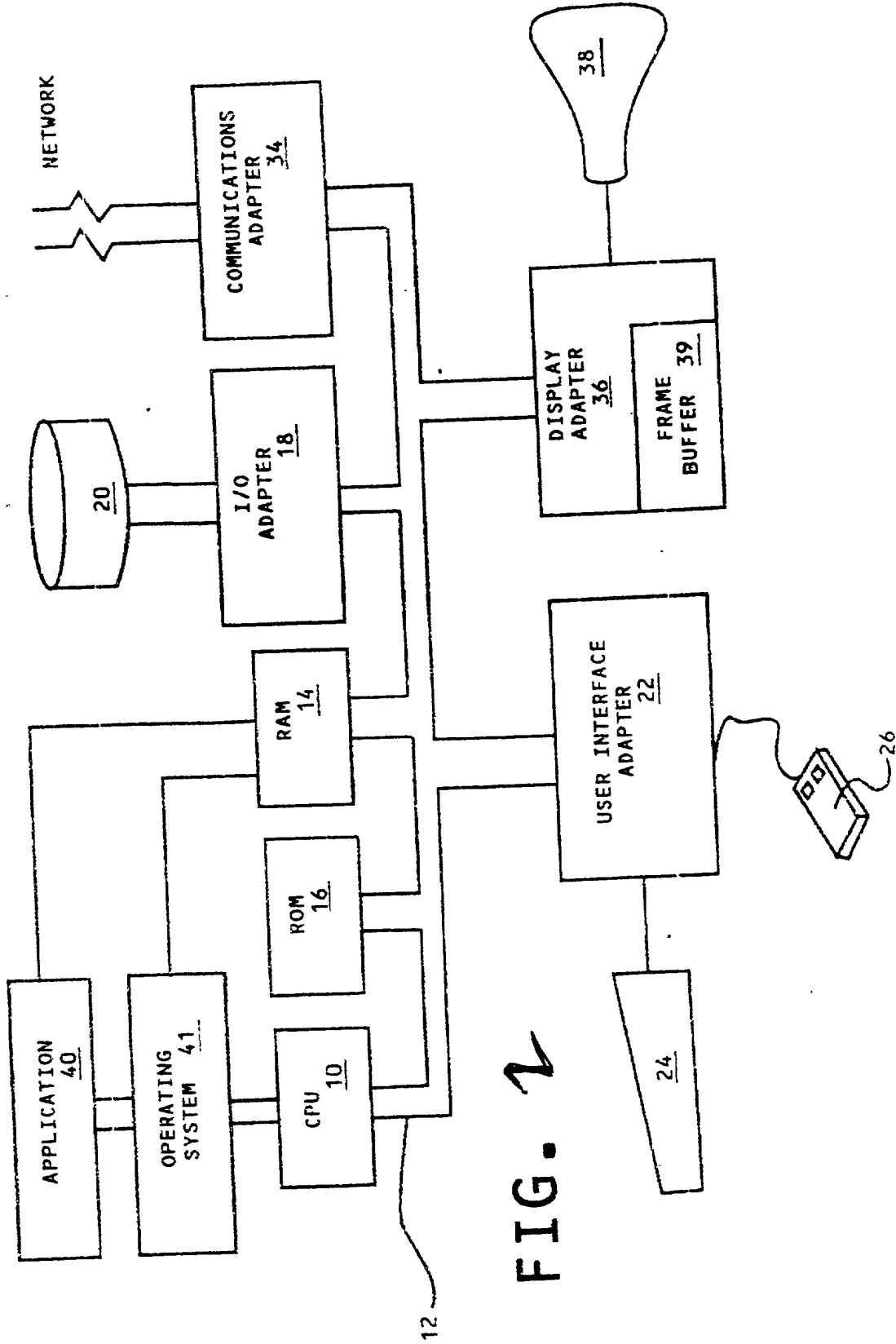


FIG. 1

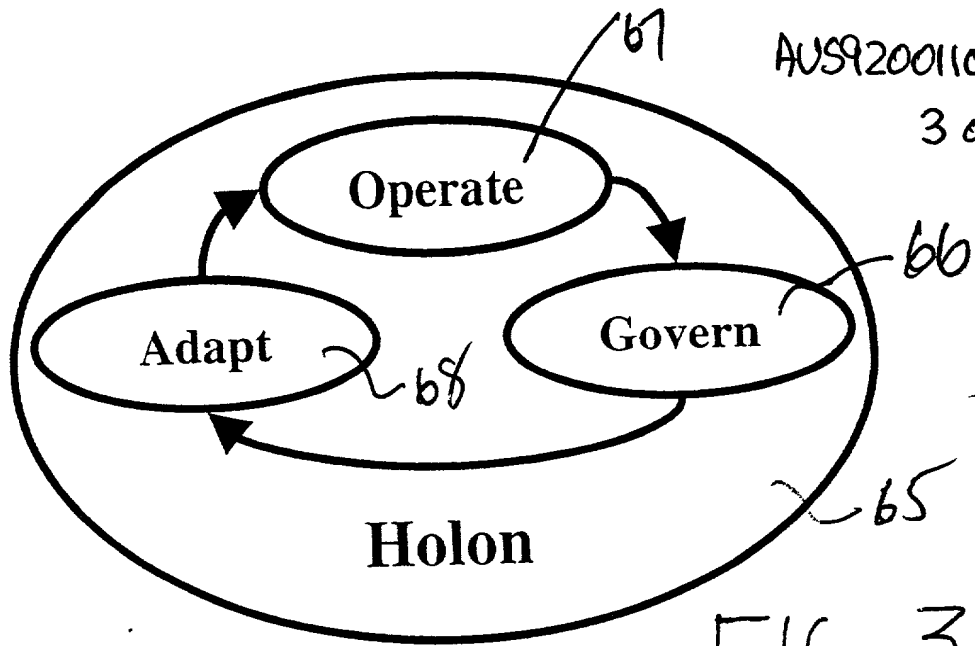


FIG. 3

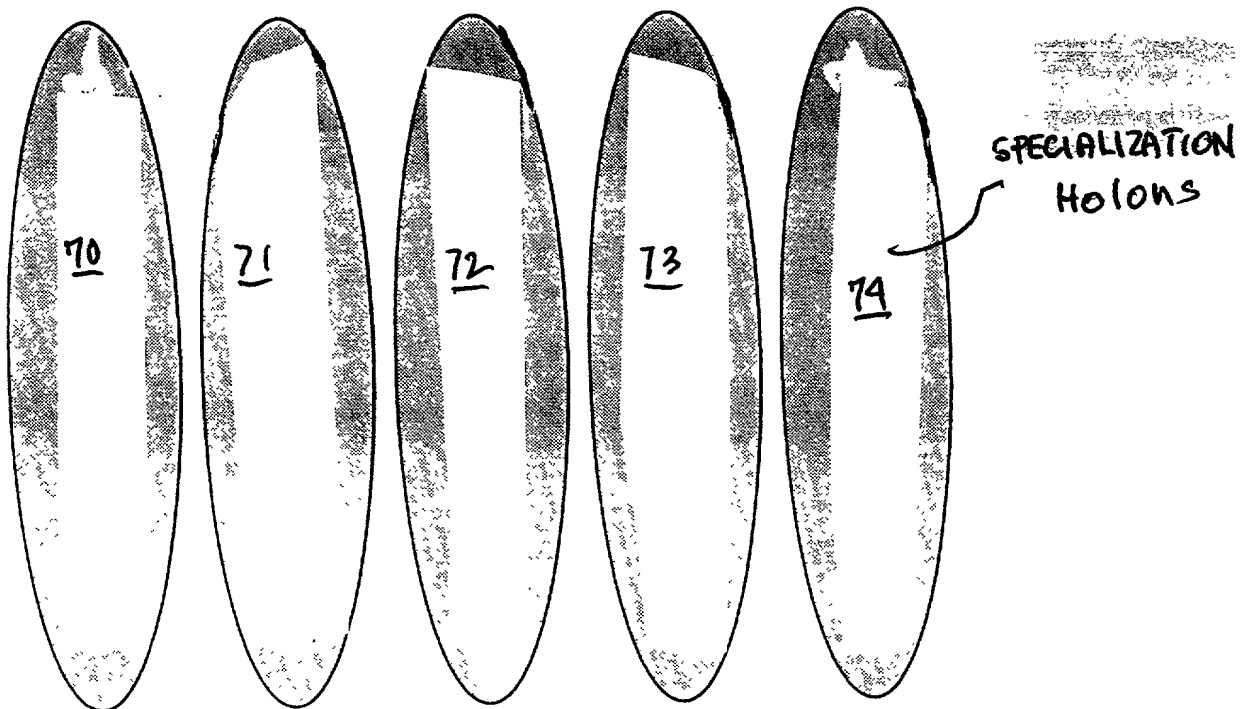


FIG. 4

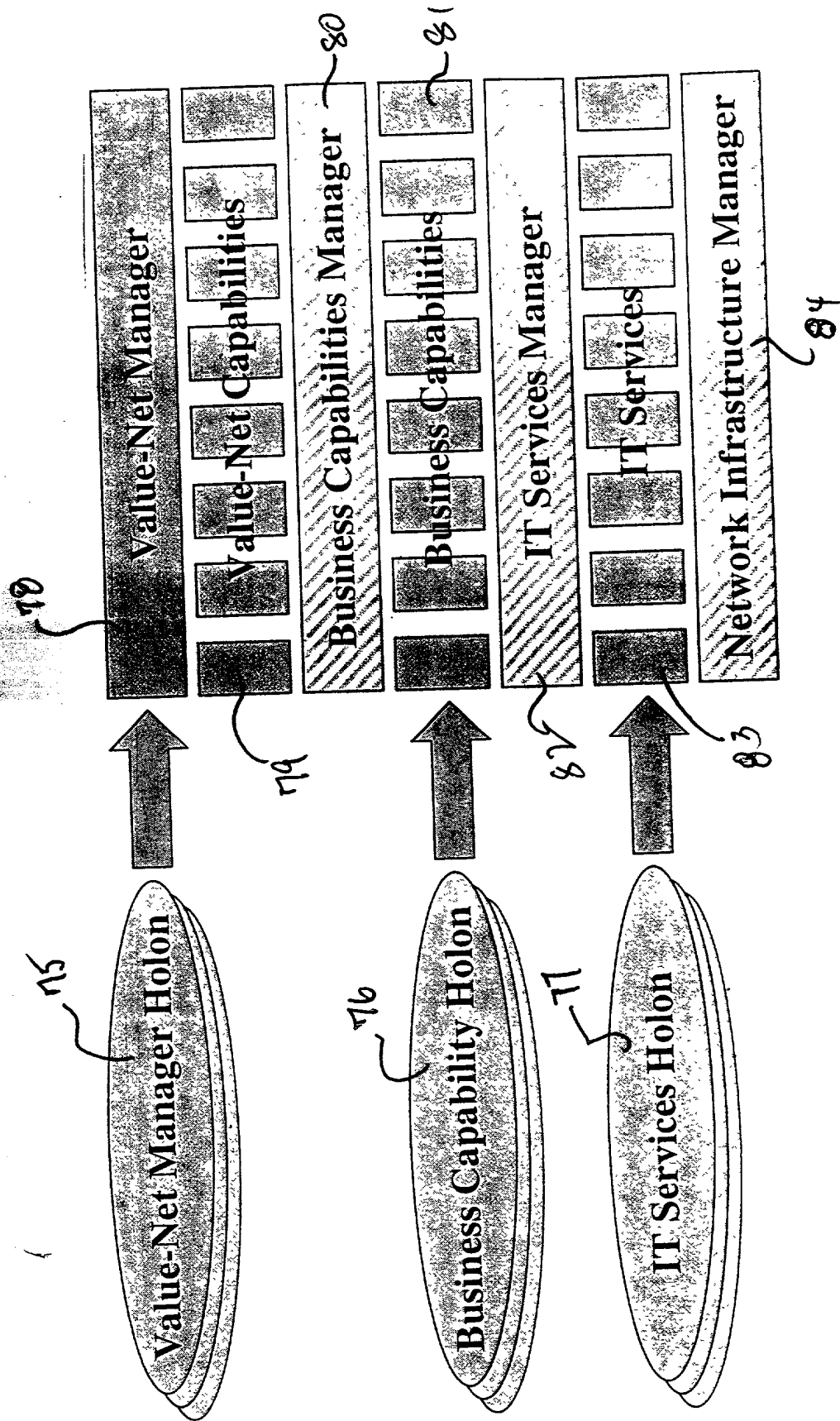


FIG. 5

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Business Capabilities:

Operate

Shopping Cart & Auctions	Catalog Manager	Configuration & Pricing	Order Manager
Phone Routing	Call Center Manager	Messaging Manager	Participant Manager
Collaboration	Search	Service Rules Manager	Commerce Manager
User Profiling	User Personalization	Web Site Manager	Integration Manager

Govern

Report	Visualize	Simulate	Decision Support
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Adapt

Program Office	Design	Construct	Deploy
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IT Services Manager

Portal Server	Applications Server	Interaction Manager	Systems Management	Help-Desk Management
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IT Services

Operate

Trusted Access	Immunity Manager	Single Sign-On	User Directory
Rules Engine	Event Manager	Agent Manager	Search Manager
Transaction Integrity	Content Transcoding	Storage Management	UDDI Directory

Govern

Report	Visualize	Simulate	Decision Support
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Adapt

Program Office	Design	Construct	Deploy
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FIG. 6

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6 of 6

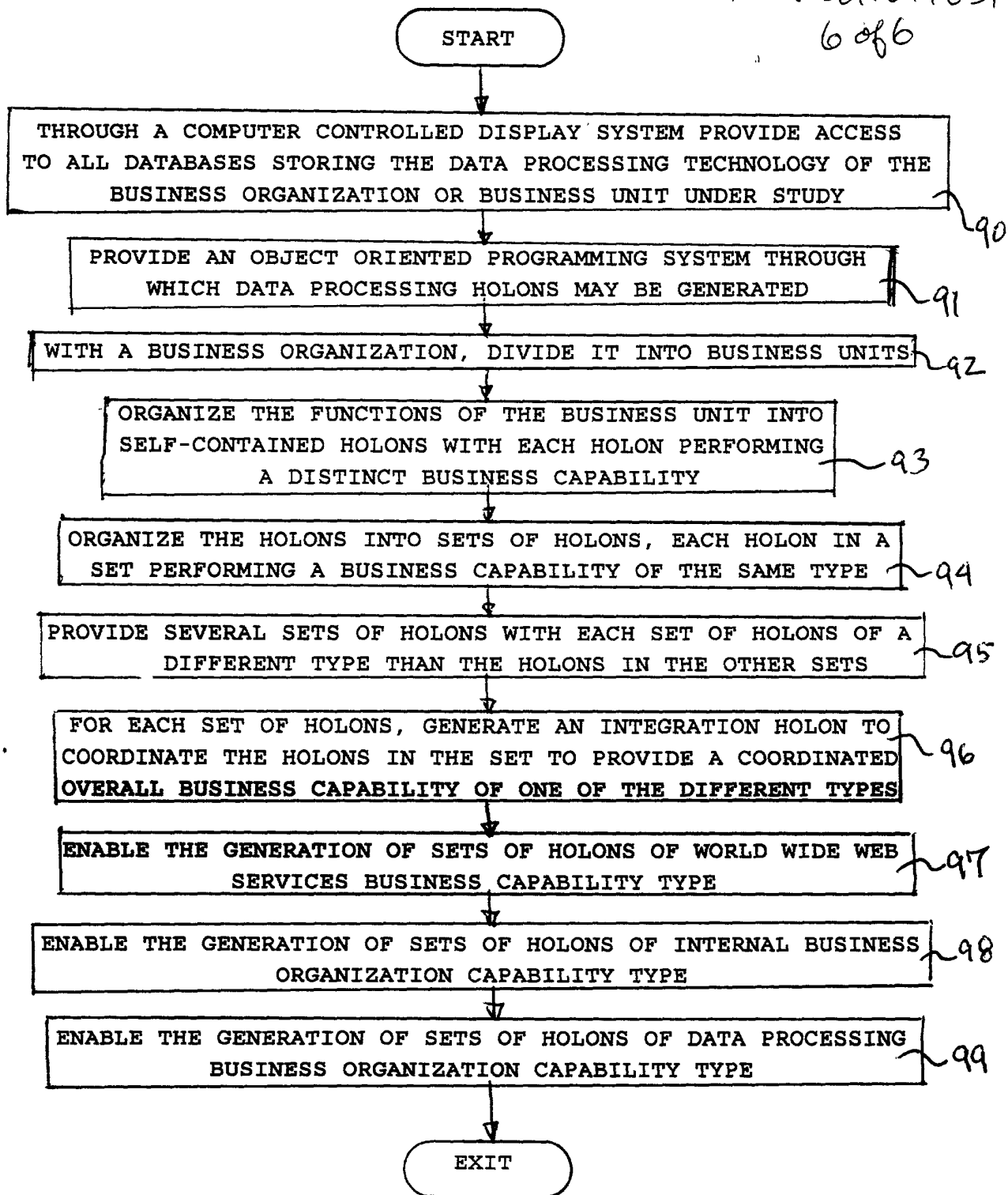


FIG. 7